

# Enterprise Incident Report Dec 2010

As of 1/3/2011

## Insurance

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Insurance	1 0	87 3	1 0	89 3
Customer Company Total	1 0	87 3	1 0	89 3

## Enterprise Incident Report Dec 2010

As of 1/3/2011

### Insurance

#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

**Top Number - Total Incidents**

**Bottom Number - Missed Initial Response**

Customer Company	High	Low	Medium	MIR Total
Insurance	1	87	1	89
	1	15	0	16
Customer Company Total	1	87	1	89
	1	15	0	16

# Enterprise Incident Report Dec 2010

As of 1/3/2011

## Insurance

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours			
	High	Low	Medium	ATTIR Total
Insurance	1 1.34	87 1.32	1 0.28	89 1.31
<b>Customer Company Total</b>	1 1.34	87 1.32	1 0.28	89 1.31

## Enterprise Incident Report Dec 2010

As of 1/3/2011

### Insurance

#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - Missed Resolution			
	High	Low	Medium	MR Total
Insurance	1	87	1	89
	0	6	0	6
Customer Company Total	1	87	1	89
	0	6	0	6

# Enterprise Incident Report Dec 2010

As of 1/3/2011

## Insurance

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours			
	High	Low	Medium	ATTR Total
Insurance	1 1.34	87 2.08	1 1.38	89 2.06
<b>Customer Company Total</b>	1 1.34	87 2.08	1 1.38	89 2.06

## Enterprise Incident Report Dec 2010

As of 1/3/2011

## Insurance

## Detail

<b>INC000000099190</b>	Betsy Jerome Application Support	None Fahim Gilani	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.87 0.87
<b>INC000000220767</b>	Jaimee George Capitol Desktop Support	PC/Laptop Paul Ross	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.12 1.12
<b>INC000000225563</b>	Clarissa Crisp Capitol Desktop Support	Application Paul Ross	Error Insurance	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.32
<b>INC000000225852</b>	Katy Ball Application Services	Application Eva Cornish	Reporting Insurance	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.53 16.05
<b>INC000000226220</b>	Clarissa Crisp Application Support	Application Carl Meek	None Insurance	SIRCON For States Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	63.52 63.52
<b>INC000000226562</b>	Mary Dy Help Desk	Application Vicky Marrelli	Error Insurance	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.37
<b>INC000000227000</b>	Jaimee George Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.33
<b>INC000000227150</b>	Connie Nowland Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000227156</b>	Hermoliva Abejar Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000227249</b>	Michelle M White Capitol Desktop Support	PC/Laptop Paul Ross	Hardware Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 2.31
<b>INC000000227949</b>	Katy Ball Capitol Desktop Support	Application Paul Ross	Reporting Insurance	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 1.48
<b>INC000000228031</b>	Jeff Hawley Capitol Desktop Support	Network Peter Musser	Incident Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 1.28
<b>INC000000228463</b>	Jaimee George Capitol Desktop Support	None Paul Ross	None Insurance	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 1.38
<b>INC000000228479</b>	Katy Ball Capitol Desktop Support	Application Paul Ross	Reporting Insurance	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.05 1.05
<b>INC000000228957</b>	Tamara Greening Help Desk	Application Vicky Marrelli	Password Insurance	PGP Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.72 2.05
<b>INC000000229354</b>	Clarissa Crisp Capitol Desktop Support	PC/Laptop Paul Ross	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.45

## Enterprise Incident Report Dec 2010

As of 1/3/2011

## Insurance

<b>INC000000229376</b>	Jaimee George	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000229483</b>	Randy Overstreet	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Peter Musser	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000229640</b>	Tracy Klausmeier	Network	Incident	None		TIR Missed: No	TIR: 0.61
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.91	
<b>INC000000229781</b>	Mary Dy	Application	Error	Microsoft Excel		TIR Missed: Yes	TIR: 1.79
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.79	
<b>INC000000229789</b>	Brent Oscarson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR: 1.10
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.10	
<b>INC000000229846</b>	Jane Webb	Network	None	None		TIR Missed: No	TIR: 0.59
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.59	
<b>INC000000230227</b>	Tamara Greening	Application	Error	None		TIR Missed: No	TIR: 0.18
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.51	
<b>INC000000230463</b>	Randy Overstreet	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.42
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.42	
<b>INC000000230478</b>	Randy Overstreet	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000230652</b>	Teresa Trusty	Application	Error	Citrix ICA Client		TIR Missed: No	TIR: 0.72
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.72	
<b>INC000000231217</b>	Luanne Winters	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 1.93
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 3.93	
<b>INC000000231317</b>	Katy Ball	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.50
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.50	
<b>INC000000231335</b>	Luanne Winters	Application	Error	None		TIR Missed: No	TIR: 0.34
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 3.49	
<b>INC000000231436</b>	Jenifer Christian	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.90
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.98	
<b>INC000000232061</b>	Sandy Glaze	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR: 2.03
Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: Yes	TTR: 13.26	
<b>INC000000232182</b>	Jaimee George	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000232375</b>	Katy Ball	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	

## Enterprise Incident Report Dec 2010

As of 1/3/2011

## Insurance

<b>INC000000232540</b>	Jenifer Christian	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000232708</b>	Karon Hardman	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000232812</b>	Katy Ball	Network	Incident	None		TIR Missed: No	TIR: 0.12
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.36	
<b>INC000000233339</b>	Kris Redmond	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.11
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.24	
<b>INC000000233425</b>	Colette Sawyer	Application	Password	Citrix ICA Client		TIR Missed: No	TIR: 0.12
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.35	
<b>INC000000234450</b>	Jilene Whitby	Application	None	Contribute		TIR Missed: No	TIR: 0.25
Capitol Desktop Support	Carl Meek	Insurance	Low	Closed	TTR Missed: No	TTR: 0.25	
<b>INC000000234562</b>	Katy Ball	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.16
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.90	
<b>INC000000234846</b>	Michelle M White	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000234850</b>	Virgina Dawes	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000234890</b>	Jenifer Christian	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.75
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.94	
<b>INC000000234939</b>	Jenifer Christian	Application	Error	None		TIR Missed: No	TIR: 0.14
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.67	
<b>INC000000235351</b>	Jeremy Garduno	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.13
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.13	
<b>INC000000235355</b>	Luanne Winters	Application	Reporting	Microsoft Office XP Professiona		TIR Missed: No	TIR: 0.47
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.83	
<b>INC000000235482</b>	Kris Redmond	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00	
<b>INC000000235486</b>	Kris Redmond	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00	
<b>INC000000235499</b>	Jeremy Garduno	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00	
<b>INC000000235504</b>	Jeremy Garduno	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00	



## Enterprise Incident Report Dec 2010

As of 1/3/2011

## Insurance

<b>INC000000235531</b>	Katy Ball	Application	Reporting	SIRCON For States	TIR Missed: Yes	TIR:	2.46
	Application Support	Carl Meek	Insurance	Low Resolved	TTR Missed: No	TTR:	2.46
<b>INC000000235660</b>	Colette Sawyer	Application	Password	ARIES	TIR Missed: Yes	TIR:	8.73
	Billing	Sara Huff	Insurance	Low Resolved	TTR Missed: Yes	TTR:	10.10
<b>INC000000235710</b>	Kris Redmond	None	None	None	TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Resolved	TTR Missed: No	TTR:	0.00
<b>INC000000235714</b>	Jeremy Garduno	None	None	None	TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Resolved	TTR Missed: No	TTR:	0.00
<b>INC000000235763</b>	Katy Ball	Application	None	I-Site NAIC Apps	TIR Missed: No	TIR:	0.06
	Application Support	Carl Meek	Insurance	Low Resolved	TTR Missed: No	TTR:	0.06
<b>INC000000235793</b>	Laura Shepherd	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.22
	Capitol Desktop Support	Paul Ross	Insurance	Low Resolved	TTR Missed: No	TTR:	0.46
<b>INC000000235827</b>	Jeremy Garduno	Application	Password	SIRCON For States	TIR Missed: Yes	TIR:	5.19
	Application Support	Carl Meek	Insurance	Low Resolved	TTR Missed: No	TTR:	5.21
<b>INC000000235966</b>	Richard Grieser	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.47
	Capitol Desktop Support	Paul Ross	Insurance	Low Resolved	TTR Missed: No	TTR:	0.65
<b>INC000000236099</b>	Katy Ball	Application	Error	SIRCON Commercial	TIR Missed: No	TIR:	0.44
	Application Support	Carl Meek	Insurance	Low Resolved	TTR Missed: No	TTR:	0.44
<b>INC000000236200</b>	Jenifer Christian	None	None	None	TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Resolved	TTR Missed: No	TTR:	0.00
<b>INC000000236217</b>	Jenifer Christian	None	None	None	TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Resolved	TTR Missed: No	TTR:	0.00
<b>INC000000236234</b>	Jenifer Christian	PC/Laptop	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.50
	Capitol Desktop Support	Peter Musser	Insurance	Low Resolved	TTR Missed: No	TTR:	0.73
<b>INC000000236345</b>	Katy Ball	Application	Error	Novell GroupWise	TIR Missed: Yes	TIR:	1.02
	Application Services	Tony Larsen	Insurance	Low Resolved	TTR Missed: No	TTR:	1.20
<b>INC000000236508</b>	Michelle M White	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.72
	Capitol Desktop Support	Paul Ross	Insurance	Low Resolved	TTR Missed: No	TTR:	0.72
<b>INC000000236577</b>	Richard Grieser	Application	Password	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.04
	Capitol Desktop Support	Paul Ross	Insurance	Low Resolved	TTR Missed: No	TTR:	3.21
<b>INC000000236634</b>	Jeremy Garduno	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.21
	Help Desk	James Stearns	Insurance	Low Resolved	TTR Missed: No	TTR:	0.33
<b>INC000000236659</b>	Sandy Glaze	Application	Reporting	None	TIR Missed: No	TIR:	0.76
	Capitol Desktop Support	Paul Ross	Insurance	Low Resolved	TTR Missed: Yes	TTR:	7.94

## Enterprise Incident Report Dec 2010

As of 1/3/2011

## Insurance

<b>INC000000236745</b>	Tanji Northrup Capitol Desktop Support	Network Paul Ross	Password Insurance	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.66
<b>INC000000236774</b>	Kris Redmond Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000236926</b>	Silmara Charlesworth Capitol Desktop Support	Application Peter Musser	Password Insurance	Novell Client for 32-bit Windows Low		TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.36 1.89
<b>INC000000237044</b>	Silmara Charlesworth Application Support	None Kyle Pettit	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
<b>INC000000237264</b>	Jenifer Christian Capitol Desktop Support	Application Michael Hussey	Error Insurance	Citrix ICA Client Low		TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.12 3.18
<b>INC000000237618</b>	Silmara Charlesworth Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237936</b>	Jilene Whitby Voice Operations	Telecom Lois Schow	Coverage Path Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.21
<b>INC000000237967</b>	Brad Tibbitts Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000238124</b>	Brad Tibbitts Application Services	Application Tony Larsen	None Insurance	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.95 1.08
<b>INC000000238148</b>	Betsy Jerome Application Services	Application Tony Larsen	None Insurance	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 0.81
<b>INC000000238358</b>	Sandy Glaze Application Services	Application Martin Gonzalez	None Insurance	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 1.47
<b>INC000000238737</b>	Sandy Glaze Capitol Desktop Support	Application Paul Ross	Error Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.58
<b>INC000000238765</b>	Jeremy Garduno Help Desk	Application Vicky Marrelli	Error Insurance	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.81
<b>INC000000238769</b>	Katy Ball Application Support	Application Carl Meek	None Insurance	I-Site NAIC Apps Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.40
<b>INC000000238776</b>	Katy Ball Capitol Desktop Support	Application Paul Ross	None Insurance	Adobe Flash Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.39
<b>INC000000238894</b>	Betsy Jerome Application Support	None Kyle Pettit	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.16
<b>INC000000238909</b>	Luanne Winters Application Support	Print/Copy/Scan/Fax Scott VanderLinden	Incident Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.05

# Enterprise Incident Report Dec 2010

As of 1/3/2011

## Insurance

<b>INC000000239070</b>	Josh Caless	Telecom	Hardware	Telephone		TIR Missed: No	TIR:	0.28
	Voice Operations	Annette Nielsen	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.36
<b>INC000000239304</b>	Betsy Jerome	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	3.32
	Capitol Desktop Support	Peter Musser	Insurance	Low	Resolved	TTR Missed: Yes	TTR:	6.01
<b>INC000000239400</b>	Meldee Love	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support	Kyle Pettit	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.06
<b>INC000000239439</b>	Allen Hart	PC/Laptop	Password	None		TIR Missed: Yes	TIR:	1.34
	Capitol Desktop Support	Peter Musser	Insurance	High	Resolved	TTR Missed: No	TTR:	1.34
<b>INC000000239525</b>	Cheryl Alexander	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.36
	Capitol Desktop Support	Peter Musser	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.85